

EMMANUEL COLLEGE

APPENDIX 3: FIRST CALL PROCEDURE



What is the purpose of First Call?

First Call is a means by which staff can request additional assistance in dealing with students who have either:

- Broken the *Student Code of Conduct* and are not responding to the appropriate escalating classroom sanctions (verbal warning, BLUE system, detention, HoD support); In a classroom context, this would often mean a student explicitly or implicitly refusing to obey instructions from a teacher or intentionally distracting other students after the sanctions above have been given out;
- Are very unsettled for reasons that might or might not be related to that particular classroom context and are at risk of creating or escalating conflict or confrontation with either other students or the teacher;
- Seriously breached the *Student Code of Conduct* in such a manner that they need to be immediately removed from a classroom and referred to a Head of School or Vice Principal; in the context of a lesson, this could include:
 - Fighting;
 - Intentional damage of school property;
 - Open and continued defiance towards staff or refusal to obey instructions multiple times from members of staff;
 - Serious sexual misconduct including offensive language of a sexual nature;
 - Serious instances of different types of bullying, as defined in the *Anti-Bullying policy*. This would include offensive language directed at other students;
 - Gratuitously offensive language;
 - Theft;
 - Verbal/physical abuse against staff or students;
 - Verbal/ physical aggression towards others with intention to cause harm;
 - Serious breach of the *IT Agreement or Health and Safety Agreement*.

It is also to be used for other urgent, non-disciplinary situations, such as to look for a student who has not turned up to a lesson or because a student has become very distressed in a lesson or for other emergency situations that might arise in a classroom context that are not always related to conduct.

How to request First Call

If a teacher requires First Call in their classroom, they ring reception or the referral room. Reception or referral contact the member of First Call staff (either SMT or a Pastoral Lead, who has a walkie-talkie) who will then attend the classroom. The First Call member of staff will spend their period 'on First Call' proactively patrolling the corridors, ensuring students are working hard and building character in lessons.

How does First Call work?

Once the First Call member of staff reaches the classroom, they speak to the teacher. The teacher informs them of why have they have called for First Call. This conversation should be held out of earshot of students wherever possible.

The First Call duty member of staff has several subsequent options, which they (in consultation with the classroom teacher) decide upon (see below). The application of possible sanctions must be consistent.

However, this does not mean that the sanctions are applied mechanistically. Each student and context is unique and sanctions or other further actions should therefore be tailored by taking into account how the approach may differ due to the College's knowledge of the student's individual needs. It is also appropriate to take into account mitigating/aggravating factors that have affected the student's conduct when taking a decision upon the course of action.

First Call Level response	Typical conduct issues, which prompt a First Call request	Initial First Call response	Outcome
1	<p>Low level poor conduct, such as shouting out, distracting other students, talking when asked to be quiet or questioning a teacher's judgement.</p> <p>The student is likely to have resulted in B-marks and a detention, but the student is still persisting in their poor conduct/or is unsettled.</p>	<p>To speak to the student a first time outside of the classroom, explain that their conduct is unacceptable, encouraging them to reflect upon their own conduct and the impact on them and others. The student is placed back in the lesson, with a warning that if their conduct continues to be unacceptable it would result in a First Call detention in addition to any detention set by the teacher.</p> <p>Occasionally, in order to reduce the change of another confrontation, the student might be placed in a neighbouring classroom.</p>	<p>The student remains in their lesson.</p> <p>First Call teacher ensures the First Call details are logged including the outcome.</p>
2	<p>Continued poor conduct after first warning by First Call has been issued; their conduct is disrupting the learning of others and B-marks and a detention have already been issued.</p> <p>OR</p> <p>Continued poor conduct after a student has been removed to another classroom via 'HOD Support'; their conduct is disrupting the learning of others and B-marks and a detention have already been issued.</p> <p>OR</p> <p>A single incident of poor conduct that is serious enough for the student to be immediately removed the lesson and sanctioned but not that they need to be</p>	<p>Speak to the student a second time explaining their unacceptable conduct and how they have not yet improved their conduct. Place them back in the classroom.</p> <p>OR (depending on judgement of staff)</p> <p>Remove student to another classroom for the remainder of the lesson. This would usually be a classroom within the same department with work to complete for that lessons. This could be an agreed classroom for students referred to First Call from the same department to be placed in.</p> <p>Student is able to go to lessons subsequent to this.</p>	<p>In addition to the teacher set detention the student will <i>usually</i> receive a 2 hour First Call detention served on a Friday afternoon.</p> <p>The classroom teacher emails the First Call member of staff the details of the student's unacceptable conduct. The First Call member of staff writes a letter to parents to explain their unacceptable conduct and when their detention will be served.</p> <p>First Call teacher ensures the First Call details are logged including the outcome.</p>

	referred to the Head of School.		
3	Seriously breached the <i>Student Code of Conduct</i> in such a manner that they need to be immediately removed from a classroom and referred to a Head of School or Vice Principal. Details are above.	Remove student from the lesson and immediately find either: 1 – Head of School 2 – Vice Principal In order to get advice regarding the next steps. If neither are available, student can be placed in the referral room until they are consulted, <u>but this is to be avoided where possible.</u>	The situation is escalated to the Head of School or to the Vice Principal. Action will be agreed and then communicated to parents through a letter or phone call. The students unacceptable conduct will be discussed with parents either through a letter if placed in the referral room or a reintegration meeting if temporarily excluded from college.
4	Are very unsettled for reasons that might or might not be related to that particular classroom context and are at risk of creating or escalating conflict or confrontation with either other students or the teacher.	Remove student from the lesson and placed in another suitable classroom or space where they can calm down. Then consult either: 1 - Head of School 2 - Vice Principal 3 - AVP Student Support for advice as to the next steps. It might be that the student can go to the next lesson, or needs to be referred for specialist welfare support or ALP provision support.	A First Call detention may appropriate depending on conduct, but it may <i>not</i> be since removing a student to another classroom would be a means of preventing escalation or confrontation rather than a reflection that the student's poor conduct has escalated. The student is then supported as appropriate depending on their particular context and needs.
5	A student is very distressed or upset and cannot remain in a lesson due to this. This is not related to poor conduct	Remove student from lesson, speak to them and use professional judgement as to appropriate next steps and refer as necessary.	Student receives appropriate support as to their context and needs.

Monitoring

The First Call data is monitored on a weekly basis and the data analysed. This is used to inform senior staff as to how to appropriately support students and departments and where in the College week staff backup is required to ensure exemplary conduct throughout the College.

Students who are subject to multiple First Calls are placed on RFL Support and other forms of tailored and specific support relevant to their context and needs. See [Appendix 1: Tailored support for students](#).